



Office of Information Technology Services

## **Service Level Agreement**

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# **Enterprise – IP Telephony**

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## Enterprise – IP Telephony

### Service Description

The Enterprise – IP Telephony (EIPT) service is built upon a network of high performance - high availability servers that enable voice applications to be transmitted on agency's local area and wide area networks. The EIPT platform is a state-of-the-art communications infrastructure that is virtually without geographic boundaries. EIPT enables voice communications virtually anywhere that a data network or Internet connection can be obtained. Hence the EIPT service can support highly diversified network architecture for a variety of agency communications network configurations (i.e., campus, multi-site, branch [networked or distributed] remote, small, and home offices).

The service is managed by ITS for the express purpose of enabling state agencies to benefit from the enhanced communications capability, features, and operating efficiency provided by IP telephony in an outsourced operational model. As a hosted PBX telephony offering (utilizing IP networking technologies) the EIPT service is able to extend inter-agency, local, and long distance telephone access services in a feature rich geographically independent environment.

Agencies are provided with a local gateway at each site that allows the connection of non-IP peripheral equipment and services. Each gateway is designed to provide redundancy and backup telephone operation at the site in the event of loss of the wide area network connection to the central EIPT server. All users are provided with a multi-button electronic telephone, voice mail, and an individual seven-digit extension number.

Two service levels are provided:

#### Basic Service

- IP telephone (various models available)
- Basic telephone features with direct dial extension
- Voice mail with Fax capability
- Mobility via Desktop Extension pairing to cellular devices
- Local directory numbers with automated prompts
- Telecommuter (mobile/remote worker) support
- Periodic Software updates and feature enhancements
- Maintenance

#### Optional Services

- Find-me/follow-me voice mail



- Desktop Expansion modules
- Customized call applications

## Service Commitments

The general areas of support (such as Incident and Change Management) applicable to every ITS service, are specified in the ITS Global Service Levels document.

Standard service availability is 99.5%. Customers requiring service commitments exceeding those in the ITS Global SLA can be negotiated on a case by case basis. Such agreements will include an MOU and SLA Addendum that provides greater detail on negotiated service level commitments.

EIPT utilizes a fully redundant design that employs a systematic auto save function that backs up nightly the configurations of the primary call servers, secondary call servers ,as well as failover servers located at all customer within the EIPT network. The primary call processing servers located at the EDC are a redundant active-active HA pair with a redundant active-standby HA pair located at the WDC. The WDC site is capable of running the entire EIPT network. In addition, each EIPT site also employs a failover server that resides in a hot stand-by mode. Each failover server can run the EIPT system at the site in the event communications to the EDC or WDC is lost. Maximum time for a site to execute a failover sequence and restore service is 15-20 minutes. Therefore extensive failover and redundancy are essential elements of the total service availability strategy for the EIPT service.

### Hours of Availability

This service is available to customers 24 x 7 and adheres to the maintenance window schedule listed in the ITS Global Services document.

## ITS Responsibilities

ITS provides direct Tier 2 and Tier 3 support and also manages the supporting vendors who provide Tier 4 support. All levels of support that require vendor participation are provided through a comprehensive and specialized suite of contracted maintenance services. Underpinning vendor contracts employ SLA metrics to meet or exceed ITS SLA metrics for both incident and problem resolution. See the following table for a complete listing of ITS responsibilities for Tiers 2 and 3.



Tier Level	Who Provides	Responsibilities
Tier 2	ITS	<ul style="list-style-type: none"><li>• Coordination of ITS service support for complementary services for IP Telephony services regardless of ticket priority</li><li>• Accept low priority service requests for agent modifications, call flow modifications, management reports, and password resets.</li><li>• Basic Service information request responses</li><li>• Acceptance of detailed service inquiry requests for routing to appropriate ITS service entity</li><li>• Coordination point for all ITS Major Incident Process (MIP) instances</li></ul>
Tier 3	ITS	<ul style="list-style-type: none"><li>• Tier 2 incident resolution</li><li>• Problem ticket resolution</li><li>• Scheduling and resolution of change requests</li><li>• Management of the configuration elements for all configured service components</li><li>• Coordination of service monitoring and reporting</li><li>• Execution of defined managed service operations policies (e.g., security updates, release updates, system repair, etc.)</li><li>• Coordination with vendors on priority 1 and 2 incidents</li><li>• Input of service configuration databases and operational parameters (switch configs)</li><li>• Traffic monitoring and application performance monitoring</li><li>• Implementation of system upgrades</li><li>• Execution of firmware updates and OS patches</li><li>• Maintenance of call routing tables</li><li>• Tier 2 level hardware replacements</li><li>• Escalations from tier 1</li><li>• Troubleshooting support with supporting LAN/WAN resources and Hosting services, if applicable</li><li>• Billing input and reconciliation</li><li>• Service life cycle planning</li></ul>



## Customer Responsibilities

Once established, EIPT customers are responsible for basic Tier 1 activities. Many of the tasks of Tier 1 are performed by the agency IT help desk, onsite or remote agency IT staff or via onsite service champions who received additional service training by ITS. Tier 1 responsibilities are shown below.

Tier Level	Who Provides	Responsibilities
1 Tier 1	Customer service responsibilities	<ul style="list-style-type: none"><li>• First level triage of user incidents and service requests (ITS provided user scripts)</li><li>• Basic replacement of defective desktop phone units</li><li>• Support and maintenance of agency provided phone accessories</li><li>• Management of available inventory of agency vacant user line pool</li><li>• Coordination of incident resolutions of customer owned LAN service issues affecting user access to EIPT services</li><li>• First level user support for desktop phone feature operation and feature applications (e.g. explaining button layouts, basic feature operation, etc.)</li></ul>

## Service Level Agreement Scope

This agreement specifies only the standard operational service commitments and responsibilities of ITS and its customers. Customer-specific deviations from these commitments and responsibilities will be specified in an accompanying Memorandum of Understanding. Service rates are outside the scope of this agreement and are specified in financial documents.



## Signatures of Approval and Agreement Date

### Customer Signatures

Agency Head or Designee:

Name	Title	Signature	Date

Agency Chief Financial Officer:

Name	Title	Signature	Date

### ITS Signature

State Chief Information Officer:

Name	Title	Signature	Date
Chris Estes	State CIO		